

Section 1—Introduction

If you live in Carbon, Emery, or Grand Counties and are on Medicaid you are part of the prepaid mental health plan. Four Corners Community Behavioral Health is your Medicaid provider for mental health. You must get your mental health care through Four Corners. You cannot choose a different mental health plan, but you may be able to choose your therapist as described in Section 13 of this booklet. Four Corners also provides substance abuse services.

The purpose of this Medicaid Member Handbook is to provide you with a guide to getting mental health services. *You may get a copy of this booklet at least once a year. Ask the clinic receptionist for a copy.*

Section 2—Covered Services

What mental health services does Four Corners provide?

Four Corners Community Behavioral Health provides complete inpatient and out-patient mental health services. These services include:

- Assessment and diagnosis
- Individual, family and group therapy
- Evaluation for medication
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services
- Case management
- Transportation
- Inpatient hospitalization
- Psychological testing

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

In these situations, we will tell you in a letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request the Medicaid Fair Hearing. We will also give you the State fair hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing. If you want, you may bring an attorney with you to the Medicaid Fair Hearing.

Section 17—Complaints/Grievances

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider may file a grievance. Call the clinic where you receive services and ask about filing a grievance. You may request a meeting with your therapist or the clinic supervisor. You may also give us the grievance in writing. Please give it to the clinic supervisor, put it in the customer comment box or mail it -

Attention: Compliance Officer
FCCBH, Inc.
P.O. Box 867
Price, UT 85401

You can always call Medicaid with a complaint if you choose.

When can I expect a decision on my grievance?

Four Corners will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

When does an appeal have to be filed?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the actual Notice of Action letter. We will let you know which time period fits your situation.

When can I expect a decision on my appeal?

Usually we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know.

When you, your provider or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

Section 16—Medicaid Fair Hearings

What may I do if I am unhappy with the appeal decision?

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, you, your legally authorized representative, or your provider may ask for a State fair hearing with Medicaid.

Section 3—Services Not Covered by the Prepaid Plan

What services are not covered?

Substance abuse detoxification and some other services are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us or Medicaid at 1-800-662-9651.

Section 4—Choice of Provider

May I choose my mental health provider?

If Four Corners Community Behavioral Health is not able to provide the covered service you need, arrangements may be made to have those services provided by another provider at Four Corner's expense.

Section 5—Transportation

How may I get help with transportation to the Four Corners?

Help with transportation to your mental health appointments is available. If you do not have a personal means of transportation, call the clinic in your area and ask for help with transportation, or talk to your therapist.



Section 6-- Interpreter Services

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. You may ask for an interpreter in a preferred language other than English including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter, call the clinic in your area or talk to your therapist. If your impairment is speech related, call 1-888-346-5822 for help. For Spanish translation call 1-888-346-3162. There is no charge for this service unless you are calling long distance.

Que pasa si mi ingles no es muy bueno o soy muy difícil para escuchar?

Sabemos que debe ser muy difícil hablar con su Terapeuta, si su idioma no es el inglés o si Ud. tiene alguna dificultad para oír. Ud. puede pedir o demandar un intérprete en su idioma nativo otro que el inglés, incluyendo el lenguaje con señas. El intérprete puede ayudarlo a través del teléfono y también el ir a con Ud. a sus citas o sesiones de salud mental. El intérprete le ayudará a hablar y entender lo que el Terapeuta le dice. Para pedir un intérprete, llame a la clínica en su localidad o hable con su Terapeuta acerca de ello.

May I get this booklet in another language or format?

No. We do not have this booklet in other languages. However, we do have the booklet on audio tape or compact disk (CD). To get a copy of the booklet on audio tape or CD, call the clinic in your area.

Es posible obtener este folleto en diferente idioma o formato?

No, eso no es posible. No tenemos este folleto en otro idioma. Sin embargo, si tenemos este folleto en cinta de grabación o disco compacto (CD). Para obtener una copia del folleto en cinta de grabación o CD, por favor, llame a la clínica en su localidad.

Section 14— Actions

What are actions?

Actions are when Four Corners Community Behavioral Health:

- denies (turns down) or approves fewer services than you wanted
- decreases the number of services or ends a service we had previously approved (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- denies payment for a service that you might have to pay for,
- does not provide an intake appointment within the required amount of time for emergency, urgent, non-urgent care and you are not happy with this as described in Section 10 in this booklet), or
- does not settle an appeal or grievance you have filed with us as soon as we are supposed to.

How will I know if Four Corners is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.

Section 15—Appeals

What is an appeal?

An appeal is your written request to have us look at the action again to see if we made the best decision.

Section 13—Services From Non-Plan Providers

May I get mental health services from someone other than Four Corners?

In special situations, you may go to a therapist outside of Four Corners. You and the therapist must get approval before you start receiving any services. You may ask to speak to the Supervisor at the clinic nearest you about the request.

Remember, Four Corners Community Behavioral Health is the only mental health agency that can approve mental health services if you live in Carbon, Emery and Grand Counties. You may have to pay for care that we have not approved.

When can I expect a decision on my request?

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will contact the therapist, too.

**For After Hour Emergencies: Dial 911
And ask for the on-call mental health worker**



Section 7—Rights and Responsibilities

What are my rights and responsibilities as a client?

As a client at Four Corners, you have the right to:

- get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age. If you feel you have been treated unfairly or discriminated against for any reason, you may contact Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-1019 and 1-800-537-7697 (TDD) or email to ocrmail@hhs.gov or you may go to their website at: www.hhs.gov/ocr.
- get information on the Prepaid Mental Health Plan;
- be treated with respect and dignity;
- have your privacy protected;
- get information on all treatment options;
- take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- if the privacy rule in 45 CFR parts 160 and 164, subparts A and E, applies, the right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, subpart E, sections 164.524 and 526;
- get mental health services according to Four Corners access and quality standards.

What are my responsibilities as a Medicaid consumer?

It is your responsibility to:

- always show your Medicaid card;
- always keep scheduled appointments;
- or, call and cancel or reschedule 24 hours in advance;
- be on time for appointments;
- follow treatment instructions;
- ask for help if you need it;
- participate with your therapist in your treatment plan and care;
- tell the receptionist and your Medicaid eligibility worker of changes in your address, phone number, or insurance;
- tell medical staff of all medications you are currently taking (including medical and mental health prescriptions, and over-the-counter medications, herbs, etc.);
- complete any surveys Four Corners gives you, including satisfaction and treatment progress surveys;
- respect the property, comfort, and confidentiality of others
- notify your treatment provider when you want to stop getting services.

Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

Do I have to pay for an ambulance to get to emergency care?

No. Medicaid will pay the ambulance company.

Section 12—Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. Four Corners Community Behavioral Health must pre-approve hospital care. Four Corners uses the Utah State Hospital Acute Care Psychiatric Unit for hospital care.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. We may have you stay at that hospital or we may transfer you to Utah State Hospital Acute Care Psychiatric Unit. It's important to let the hospital know Four Corners is your Medicaid mental health provider so they may call us if they want to admit you.

How do I get mental health care in a hospital if I am out of the Four Corners's geographical area?

Go to the nearest hospital and ask for help. Be sure to let the hospital know you have Medicaid and that Four Corners is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure that they have the necessary approval.

Section 11—Emergency Services

What is an emergency and what are emergency services?

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency. Emergency services are services given to treat your emergency.

How do I get emergency care?

Four Corners has 24-hour emergency services seven days a week. You may call any time to talk with a crisis worker. To get emergency care during the day, call the clinic in your area. Also, you may go to the outpatient clinic between 8 a.m. and 5 p.m. and talk to a crisis worker right away. After business hours call 911 and ask for the mental health on-call worker.

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval. If you don't have your Medicaid card with you, tell them you have Medicaid and that Four Corners is your mental health provider. Have the emergency provider call Four Corners to tell us about the care they gave you.

How do I get emergency care if I am out of the Four Corners's geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Four Corners is your mental health provider. Have the emergency provider call to tell us about the care they gave you or contact Four Corners Community Behavioral Health yourself *as soon as possible* so we can help you plan your treatment and care. Call the clinic that usually provides your services.

Section 8—Mental Health Advance Directives

What if I am ill and can't make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information talk to your therapist, case manager or other mental health worker.

Section 9—Payment for Services

Will I ever have to pay for mental health services?

Yes. You may have to pay for services if:

You signed in writing that you would pay for the service, before you got the service. AND

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Four Corners Community Behavioral Health, except in an emergency.
- You ask for and keep getting mental health services during an appeal with Four Corners or during a Medicaid State fair hearing. You may only have to pay for these services if the appeal or State fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Section 10—Getting Mental Health Services

How do I ask for mental health services?

Make an appointment with the clinic nearest your home. (See locations and telephone numbers in this booklet.) If you need services in the evenings, let us know when you call. If you need emergency care you will be seen right away. (See Section 11 that describes emergency care.) We will give you urgent care for conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us so we can talk about your needs again.

Where do I go for mental health services?

Four Corners Community Behavioral Health offers the full range of outpatient services listed in Section 2. This includes providing short-term treatment for children, youth and adults suffering life crisis situations, and ongoing treatment for people with chemical dependency and / or biological or severe mental illness.

FCCBH, Inc. Service Delivery Standard

- FCCBH will offer highly responsive and effective services in a friendly and understanding manner.
- All individuals who come in contact with FCCBH will be treated with dignity, courtesy and respect.
- The services of FCCBH are intended to assist our customers to maximize their personal effectiveness and to develop their potential.
- Information provided will be accurate and responses to needs will be timely.

Carbon County/Price

575 East 100 South
Price, Utah 84501
435-637-2358
435-637-9141 Fax

Emery County/Castle Dale

45 East 100 South
Castle Dale, Utah 84513
435-381-2432
435-381-2442 Fax

Grand County/Moab

198 East Four Corners Street
Moab, Utah 84532
435-259-6131
435-259-5369 Fax

Green River Outreach Clinic

Green River Medical Four Corners
305 W Main
435-564-3434

East Carbon Outreach Clinic

Carbon Medical Four Corners
305 Four Corners Street
435-888-4411

New Heights Clubhouse

77 South 600 East
Price, UT 84502
435-637-4246
435-637-6465 Fax

Interact Clubhouse

59 North 200 East
Moab, UT 84532
435-259-7340
435-719-4016 Fax

The Lighthouse Four Corners for Learning

251 West 400 North
Price, UT 85401
435-637-7540

Price Community Outreach Treatment Team

77 South 600 East
Price, UT 84501
435-637-4262

Moab Community Outreach Team

196 E Four Corners Street
Moab, UT
435-259-6131

Important Numbers

Four Corners Community Behavioral Health will provide you with a New Client Orientation if you request. This is an opportunity to receive an overview of services available for you and your family.



Four Corners Community Behavioral Health Medicaid Member Handbook for Enrollees

Four Corners Community Behavioral Health Administrative Offices

105 West 100 North

P.O. Box 867

Price, Utah 84501

Phone: 435-637-7200

Fax: 435-637-2377

Visit our website at fourcorners.ws

Section 18 —Privacy

Who may read or get copies of my medical record?

Your confidentiality is a top priority for us. Four Corners Community Behavioral Health follows federal laws about privacy of your medical record. Four Corners does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the Four Corners.

Section 19—Four Corners Operations

What if I want to know more about how the Four Corners operates?

If you ask, we will give you more information on: how we choose providers and what is required of them, our grievance system and our confidentiality policy. We will also give you a copy of preferred practice guidelines.

The Mission of Four Corners Community Behavioral Health, Inc. is to offer highly responsive and effective mental health and substance abuse services to the residents and communities of Carbon, Emery and Grand Counties.

We respect the dignity of all people, and are dedicated to assisting our customers to maximize their personal effectiveness and to develop their potential

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